

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Department for Children and Families	9. Position Number K0164716	10. Budget Program Number
2. Employee Name (leave blank if position vacant)	11. Present Class Title (if existing position) Public Service Executive I	
3. Division Family Services	12. Proposed Class Title	
4. Section Prevention and Protection Services	13. Allocation	
5. Unit Adult Protective Services	14 (a). Effective Date	14 (b). FLSA Code
6. Location (address where employee works) City Kansas City Region County	15. By Approved	
7. (Circle appropriate time) <input checked="" type="radio"/> Full Time <input checked="" type="radio"/> Perm <input type="radio"/> Inter <input type="radio"/> Part Time <input type="radio"/> Temp %	16. Audit Date: By: Date: By:	
8. Regular Hours (circle appropriate time) From: 8:00 AM To: 5:00 PM	17. Position Reviews Date: By:	

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This is a professional level management position reporting to the Adult Protective Services Program Manager and is responsible for directly supervising Adult Protective Services within the five-county Kansas City Region which consists of rural and urban areas. The urban areas are highly mobile presenting complex social problems. This position formulates and executes policies, methods and procedures necessary to meet program outcomes.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: Leslie Huss	Title: APS Program Manager	Position Number: K0044631
Who evaluates the work of an incumbent in this position.		
Name: Leslie Huss	Title: APS Program Manager	Position Number: K0044631

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

d) Which statement best describes the result of error in action or decision of this employee.

- () Minimal property damage, minor injury, minor disruption of the work flow.
() Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
() Major program failure, major property loss, or serious injury of incapacitation.
(X) Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No.	%	E OR M	
			This position manages Adult Protective Services (APS) within the 5-county Kansas City Region which provides services to at-risk and vulnerable Kansans. This position provides guidance and direction to regional APS supervisors and staff for program implementation and service delivery within the assigned region.
I.	30%	E	<p><u>Human Resource Management</u></p> <ul style="list-style-type: none"> — Provides leadership, guidance and direction to APS Social Work Supervisors in all matters involving program administration and management in the Kansas City Region. — Insures recruitment, selection and hiring actions meet civil service guidelines and personnel rules and regulations. — Sets and communicates expectations regarding performance, behavior, attitude and conduct that are measurable, understandable, verifiable and reasonable. — Confronts poor performance or behavior and addresses issues in a prompt manner according to personnel rules and regulations. — Effectively uses available tools, including probationary period, to address poor performance, takes disciplinary action when appropriate and documents consistently. — Actively supports the development of knowledge and skills to perform at a high level. — Ensures necessary training and resources are available and used promptly. — Creates and values a learning environment and provides recognition for efforts of others when high or improved performance is attained. — Promotes awareness of total quality management practices including a commitment to bring about positive organizational change through the use of processes, tools, education, recognition, and communication; fosters teamwork using a disciplined problem solving and decision making approach. — Maintains an efficient compliment of staff and increases staff productivity by using personnel management, orientation and knowledge of state personnel policies and practices. — Assists in evaluating program changes and outcomes to identify training needed in order to effectively implement APS policies, programs or procedures.
II.	25%	E	<p><u>Program/Policy</u></p> <ul style="list-style-type: none"> — Assists the APS Program Manager in organizing the delivery of services to customers in the Kansas City Region — Oversees implementation of service programs, monitoring work flow and provides for integration of services with other programs — Assigns tasks in order to maintain the efficiency and effectiveness of the delivery of services for the APS program, identify needs and trends as well as maintain compliance with all applicable statutes, regulations and policies. — Implementation and planning of service delivery also includes supervising APS unit supervisors in the five county regions. — Monitors effectiveness of program operations, training and direct changes and improvements as necessary. This includes the identification of training needs and recommends appropriate corrective actions.
III.	25%	E	<p><u>Resource Management</u></p> <ul style="list-style-type: none"> — Assists in the management of the Regional APS resources, including staff, to ensure their actions are consistent with program policies, rules and regulations. — Assures effective working relationships with all DCF staff and community stakeholders and partners. — Manages the allocation of funds for operation of APS programs, monitors expenditures and plans for future expenditures.
IV.	20%	E	<p><u>Community Involvement/Services</u></p> <ul style="list-style-type: none"> — Represents agency to the community, interprets the APS role to the public and responds to public inquiries and complaints in a timely and respectful manner. Meets with community agencies and groups to educate the public, stakeholders and partners about APS programs and services in order to promote a positive image of the agency in the community. — Creates avenues to ensure responsiveness to customers, partners, courts, and other interest groups.

* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Current policy interpretation and program service delivery is critical. If the Agency is not responsive, death or serious injury to Kansas citizens could occur. Failure to perform essential functions would cause severe financial and emotional hardship for customers. Failure to monitor program operations could result in impaired or ineffective service delivery to customers. Personnel management is imperative to ensure actions are taken which comply with civil service and other guidelines established through statutes or regulations. Failure in this area could result in the Agency's liability or lawsuits.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
() Plans, staffs, evaluates, and directs work of employees of a work unit.
(X) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title

Position/KIPPS Number

Social Work Supervisor

K0064238

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Regular verbal and written communication is necessary with staff immediately supervised. There is also communication and collaboration with other agency program administrators, supervisors and administrative staff. Frequent contact with the public includes contact with other agencies and speaking engagements. Communications are made to ensure that policy and procedures are correctly followed and that concerns are addressed in a responsive, time-sensitive manner.

25. What hazards, risks or discomforts exist on the job or in the work environment?

The overall administrative program responsibilities involve stress on a daily basis. Decisions made affect individual and family situations. May deal with angry and hostile individuals. The potential for legal liability exists.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Daily use of computer, e-mail, laser printer, telephone, fax, copier, and general office equipment. Regular use of a vehicle is required for travel in and around the Region and the State.

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

One year experience in planning, organizing and directing the work of a department, program or agency. Education may be substituted for experience as determined relevant by the agency.

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

Experience in social service program delivery and/or administration; supervisory experience; policy; planning and implementation

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

Significant time is spent in monitoring of program operations and staff issues. There is ongoing communications with the other agencies and administrative staff. Daily communications with supervisory staff to insure that policies and procedures are correctly followed and that concerns are addressed in a responsive manner. This is a demanding position requiring extensive knowledge of agency programs and the incumbent must possess administrative and management skills. Due to the level of responsibility the employee will need to handle stress while maintaining a high level of program outcomes.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

Required to follow procedures to ensure safety when dealing with customers who may become hostile, angry or pose a threat to the safety of staff and others. Proper use of personal computer, copier, telephone, fax machine and calculator is required.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date